

WHAT IS CLAIMED IS:

1. A wireless communication system comprising:
a plurality of communication devices;
5 a plurality of base stations adapted to provide radio communication
resources for use by the plurality of communication devices;
a packet network for connecting the plurality of base stations;
a service management agent adapted to manage the provision of different
types of services to an individual communication device of the plurality of
10 communication devices.
2. The wireless communication system of claim 1 wherein the service
management agent is co-located with the individual communication device .
- 15 3. The wireless communication system of claim 1 wherein the service
management agent is co-located with a device of the packet network.
4. The wireless communication system of claim 3 wherein the device of
the packet network contains a microprocessor and the service management agent
20 is software executing on the microprocessor.
5. The wireless communication system of claim 1 wherein the service
management agent is co-located with one of the plurality of base stations.
- 25 6. The wireless communication system of claim 1 wherein the service
management agent is a first service management agent and the individual
communication device is a first communication device, the wireless
communication system further comprising:

a second service management agent adapted to manage the provision of different types of services to a second communication device of the plurality of communication devices.

5 7. The wireless communication system of claim 6 wherein the first service management agent and the second service management agent are in different locations.

10 8. The wireless communication network of claim 6 wherein the first service management agent and the second service management agent are co-located.

 9. A method for providing services to a communication device comprising:

15 requesting by a service provider, from a service management agent associated with a communication device, permission to provide a service to the communication device;

 determining, by the service management agent whether the service can be provided to the communication device; and

20 if the service can be provided to the communication device, providing the service to the communication device by the service provider.

 10. The method of claim 9 wherein the step of determining comprises:
 making a positive determination if no other service provider is currently
25 providing another service to the communication device; and
 making a negative determination if another service provider is currently
 providing another service to the communication device.

30 11. The method of claim 9 wherein the service is a first service and the step of determining comprises the steps of:

determining that a second service is being provided to the communication device;

consulting, by the service management agent, a service criteria for the communication device;

5 determining, from the service criteria whether the first or second service has priority; and

if the first service has priority, interrupting the second service.

12. The method of claim 9 wherein the service is a first service and the
10 step of determining comprises the steps of:

determining that a second service is being provided to the communication device;

notifying, the communication device by the service management agent,
that the request to provide the first service to the communication device has been
15 made;

replying, by the communication device to the service management agent,
as to whether the first service should be provided to the communication device;
and

if the first service should be provided to the first communication device,
20 interrupting the second service.

13. The method of claim 9 wherein the service is a first service and the service provider is a first service provider, the method further comprising the steps of:

25 requesting by a second service provider, from the service management agent, permission to provide a second service to the communication device;

determining, by the service management agent whether the second service can be provided to the communication device; and

if the second service can be provided to the communication device,
providing, by the second service provider the second service to the
communication device.

5 14. A method for a service management agent to facilitate the provision of
services to a communication device comprising the steps of:

receiving, by the service management agent, a request by a service
provider to provide a first service to the communication device;

10 determining, by the service management agent, whether the first service
can be provided to the communication device; and

notifying, the service provider whether the first service can be provided to
the communication device.

15 15. The method of claim 14 wherein the step of determining comprises
the steps of:

determining whether a second service is being provided to the
communication device; and

20 if a second service is not being provided to the communication device,
determining that the first service can be provided to the communication device.

16. The method of claim 14 wherein the communication device has a
characteristic bandwidth and the step of determining comprises the step of:

25 adding the bandwidth required for the first service to the bandwidth
required for any other services being provided to the communication device to
obtain a total bandwidth; and

if the total bandwidth is less than the characteristic bandwidth of the
communication device, making the determination that the first service can be
provided to the communication device.

17. The method of claim 14 wherein the service provider is a first service provider and wherein the step of determining comprises the steps of:

determining, by the service management agent that a second service is being provided to the communication device by a second service provider;

5 notifying the communication device, by the service management agent, that the first service provider request to provide the first service to the communication device;

responsive to a reply from the communication device, determining that the first service can be provided to the communication device.

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18. The method of claim 17 further including the step of:

notifying the second service provider, by the service management agent, that the second service provider should stop providing the second service to the communication device.

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19. The method of claim 14 wherein the first service is selected from the group consisting of telephone calls, dispatch calls, pages and electronic mail.

20. The method of claim 14 wherein the service provider is a first service provider and wherein the step of determining comprises the steps of:

determining, by the service management agent that a second service is being provided to the communication device by a second service provider; and

waiting, until the second service is no longer being provided to the communication device by the second service provider.

25 determining, by the service management agent that the first service can be provided to the communication device.